

## Reclassification

Ministry

Technology and Innovation

### Describe: Basic Job Details

**Position**

Position ID

Position Name (30 characters)

Information Management Analyst

Current Class

Requested Class

Job Focus

Supervisory Level

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

**Employee**

Employee Name (or Vacant)

**Organizational Structure**

Division, Branch/Unit

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Supervisor's Current Class

### Design: Identify Job Duties and Value

**Changes Since Last Reviewed**

Date yyyy-mm-dd

Responsibilities Added:

This position has been realigned to meet the strategic priorities and initiatives of the department to enhance the management of data and information to make more informed and timely decisions and to support innovation.

The Information Management Analyst is responsible for providing strategic support, advice, guidance and expertise to ensure information management services are provided to ministries across the Government of Alberta.

The IM Analyst role is responsible for providing security administration and set up authorized users in accessing IM tools and systems. It oversees the enhancement, administration, implementation, training and processes for file management IM systems such as RecFind, Versatile, OpenText, Documentum and other systems including digitization systems and tools.

Responsibilities also include IM project assessments, analysis, recommendations, monitoring, evaluating and reporting on IM projects. A major accountability will be to ensure quality control and compliance by ensuring the implementation of information management policies, procedures and standards.

#### Responsibilities Removed:

Previously the position was responsible for transactional day-to-day operations of physical records management activities.

### **Job Purpose and Organizational Context**

#### Why the job exists:

The Enterprise Content Management (ECM) branch provide cost effective and responsive information management services across the Government of Alberta, with a goal to introduce common and consistent ways of classification, organization and access to information.

Reporting to the Senior Lead, Project Services, The IM Analyst is a member of a professional team that works closely with a variety of clients/stakeholders to develop various strategies and processes while troubleshooting and mitigating risks with a focus on enhancing file management services, compliance and assisting in the transition from paper records to electronic information management.

The IM Analyst ensures the delivery of quality information management services and products by providing strategic support, guidance and expertise to enhance the strategic value of department records and information while minimizing risks and improving information management practices. Ensures project alignment with corporate priorities by building relationships with business partners; participating in the design, planning and implementation of Enterprise Content Management (ECM) solutions. Perform comprehensive work process analysis to understand the unique retention and record compliance requirements; drafting policies, procedures and guidelines.

In addition, the IM Analyst provides consultation and coaching support to Department staff and contractors/secondments. Including training; implementation and enhancement of Information Management (IM) and ECM solutions; digitization products and services; and records disposition instructions to ensure effective and efficient delivery of information management services.

### **Responsibilities**

#### Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Perform work process analysis to support various projects including planning, executing, monitoring, and closing to achieve specific goals; to produce and deliver services within a specified time; meet organizational goals and objectives; and to manage change more efficiently and effectively by:

- Consulting and building relationships with internal business partners such as FOIP, IT, security, legal and business architecture when assessing records and information management needs.
- Providing expertise and support to project work groups with focus to improve information security, access, management and maintenance and use of records and information.
- Conducting functional analysis of existing, or new business processes and procedures.
- Researching business records management processes based on legislation, annual business plans; orders and directives.
- Drafting project plans and charters, advice and recommendations, communication plans, change management and including briefing notes
- Providing status reporting as required.
- Monitoring work plans for completion of project tasks.
- Providing input to risk assessment and mitigation planning.
- Providing input to post implementation
- Participating in project outcome measurement.

Oversees the enhancement, administration, implementation, training , change management and processes for file room IM tools and systems, such as RecFind, Versatile, OpenText, Documentum and others and including digitization systems and tools by:

- Assessing user security requirements, identify security implementation changes required and design solutions accordingly.
- Administer security access and control to authorized users of IM tools and systems as required
- Manage, maintain and report authorized users' access and lists on a regular basis to ensure information security compliance
- Create training plans, communications and change management strategies to support efficient and

effective system enhancements, upgrades and or implementation of new systems and technologies

- Deliver training to users on new and improved processes and procedures affecting IM tools and systems
- Ensuring business areas impacted by business and/or technology changes are involved and fully understand transitioning to new process or procedures.
- Assisting in the development of quality assurance processes to ensure record integrity and compliance with policies and procedures.
- Setup file rooms with digitization tools and systems to support scanning services
- Provide on-going training to file rooms and other users and or clients on digitization processes and procedures
- Maintain and manage digitization processes and procedures
- Provide on-going support by assisting in troubleshooting and resolving issues that may arise due to system updates, enhancements or changes to systems and technology

Monitor quality control and compliance to support operational requirements and initiatives that are aligned with the Government of Alberta (GoA) core records and information management standards, guidelines, goals and objectives by:

- Developing, implementing and regularly evaluating records and information management policies and procedures.
- Providing business information expertise and support, including analysis of current business processes; department business solution planning; and recommending process changes with a focus on records life-cycle management and Enterprise Content Management (ECM).
- Recommending new and improved approaches and processes to meet changing business needs or new requirements (i.e. technology, media changes transition)
- Managing consultation meetings and/or participate in business area branch meetings to ensure continuous improvement, quality assurance, maintenance and disposal of information assets in accordance with legislation, standards and best practices.
- Participating in the development, information gathering and maintenance of the department's information asset inventories.
- Identifying opportunities to automate business processes and implement them to better facilitate knowledge sharing from creation/receipt to final disposition of our records and information.
- Analyzing records and information management system issues as they relate to records classification and retention and how they impact information and records management within the Ministry.
- Providing expertise and support in the identification, development and ongoing enhancement of records classification systems and retention policies.
- Facilitating/enabling business unit adoption of records and information management corporate policies and procedures to safeguard the integrity of the organization's records.
- Participating in the development of file plans that align business needs to functional classification schedules in the department and ensures information and retention criteria are based on Ministry's Records Retention Schedules.
- Participating in GoA, Ministry, cross government and or stakeholder working groups and committees.
- Providing training for the disposal or transfer of semi-active records from current office space to low cost off site storage or archival storage.
- o Overseeing temporary or business area staff on disposition projects, including inventorying, boxing and related system/application training to complete tasks in accordance with established procedures.
- o Reviewing all completed work/tasks for accuracy and completeness.
- Assisting in the development and delivery of Records and Information Management training.

Conduct research, review and analysis on business unit systems and a variety of potential cost effective systems and tools to ensure that life-cycle management can be integrated with core business processes and systems by:

- Understanding business unit systems functionality and review opportunities to integrate lifecycle management into systems to ensure records lifecycle management requirements can be met.
- Working in collaboration with internal business partners (IT, IM) to ensure system design will comply with records and information management legal obligations.
- Sharing expertise and knowledge in IT/IM system development, design and implementation strategies.

- Providing expertise and support to the identification, development and ongoing enhancement of existing records management or Enterprise Content Management (ECM) solutions used by internal program users.
- Recommending and/or identifying project opportunities that support corporate policies, goals and/or objectives.

Provide support for digitalization services to ensure the conversion of paper/microfilm formats to digital format align with GoA Digitization standards by:

- Coordinating the development, implementation and ongoing maintenance of the digitization products, services and systems that support the digitization process.
- Liaising and supporting Active File Management staff with current scanning projects.
- Provides consultation and coaching support to Department staff and contractors/secondments in relation to digitization projects and services.

## Problem Solving

Typical problems solved:

The position directly assists with all projects/services to ensure sound records and information management practices are in place across the department (impacts all Divisions/Sectors and branches/units). The position must understand the complex relationship between core business unit processes and the integration of records and information functionality within business systems/applications. (e.g. the interdependencies of how the system supports business processes and how the records and information management changes can improve the accessibility, reliability, authenticity, integrity and security of the department's records and information).

The position provides independent consultation to business areas to ensure continuous improvement, quality assurance, maintenance and disposal of information assets in accordance with legislation, standards and best practices.

Ongoing collaboration is essential to successfully address the problems/issues and mitigate the risks; each stakeholder has individual responsibilities, areas of expertise, and priorities for the management of the department's information assets. The ability to collaborate well enhance the strengths and reduce collective weak points and work together to find the best way forward on a project, strategy, or challenge.

Types of guidance available for problem solving:

The Information Analyst work within the parameters of established legislation, frameworks, policies, and guidelines with the Senior Lead providing guidance and reviewing work in terms of quality of analysis, recommendations, solutions and conclusions provided and the level of professional judgement demonstrated.

Direct or indirect impacts of decisions:

Information Management is a critical function within the Government of Alberta. Decisions made regarding records and information management may result in project delays, non-compliance and risk to the governments reputation.

## Key Relationships

Major stakeholders and purpose of interactions:

Program Managers and experts from all branches - Build and maintain relationships to understand business process; issues and contributing factors; discuss possible solutions; solicit consensus and/or support for new practices and strategies and provide advice and recommendations.

Professional IM/IT staff - Share information; collaborate on RM/IM/IT projects; provide input into GoA processes and guidelines; gain better understanding of specific issues and alternative practices and to develop consensus and/or support for new practices and strategies, and to communicate new policy, standards and practices.

Vendors and software providers and contractors - Research tools and systems to identify capability of tools and systems; troubleshooting system issues.

Project Working Groups (member) - Actively participate during requirements gathering sessions and validate requirements documentation produced. Actively participate during business process analysis

sessions and validate process analysis documentation.

### Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Public Administration		

If other, specify:

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Job-specific experience, technical competencies, certification and/or training:

Completion of a Professional Certificate program related to Information Management or minimum five years' experience in a related field. Equivalencies in education and experience is also considered. Experience in project management and work process analysis is an asset. Working knowledge of Microsoft Office Suite and Records Management/Document Management software is also required.

### Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Takes a long-term view towards organization's objectives and how to achieve them:</p> <ul style="list-style-type: none"> <li>• Takes holistic long-term view of challenges and opportunities</li> <li>• Anticipates outcomes and potential impacts, seeks stakeholder perspectives</li> <li>• Works towards actions and plans aligned with APS values</li> <li>• Works with others to identify areas for collaboration</li> </ul>	<p>This position provide assessments and recommendations related to IM services, such as:</p> <ul style="list-style-type: none"> <li>- Interview, assess and consult with business and stakeholders</li> <li>- Analyzing plans and processes</li> <li>- Develop project charters</li> <li>- Monitoring quality and compliance</li> <li>- Draft recommendations to improve and creation efficiencies in the management of government information</li> </ul>
Creative Problem Solving	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Focuses on continuous improvement and increasing breadth of insight:</p> <ul style="list-style-type: none"> <li>• Asks questions to understand a problem</li> <li>• Looks for new ways to improve results and activities</li> <li>• Explores different work methods and what made projects successful; shares learning</li> <li>• Collects breadth of data and perspectives to make choices</li> </ul>	<p>As the position is responsible to provide on-going support in troubleshooting and resolving concerns due to changes in systems, processes or procedures, the incumbent engages clients, colleagues, direct reports and stakeholders to ensure clarity, understanding and risks were considered when making recommendations and solutions.</p>
Agility	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Identifies and manages required change and the</p>	<p>Ability to change course as needed and adapts to</p>

		<p>associated risks:</p> <ul style="list-style-type: none"> <li>• Identifies alternative approaches and supports others to do the same</li> <li>• Proactively explains impact of changes</li> <li>• Anticipates and mitigates emotions of others</li> <li>• Anticipates obstacles and stays focused on goals</li> <li>• Makes decisions and takes action in uncertain situations and creates a backup plan</li> </ul>	<p>changing priorities. Anticipate changes and potential risks Provide change management communication and support to impacted users or clients when changes are in place</p>
Drive for Results	<input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	<p>Prioritize goals by planning and monitoring results. Engaging and collaborate with others to meet and deliver expectations and services in a timely manne</p>
Develop Networks	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Leverages relationships to build input and perspective:</p> <ul style="list-style-type: none"> <li>• Looks broadly to engage stakeholders</li> <li>• Open to perspectives towards long-term goals</li> <li>• Actively seeks input into change initiatives</li> <li>• Maintains stakeholder relationships</li> </ul>	<p>This position performs a lot of interviews, assessments and gathering of information, therefore it is imperative for the incumbent to work well with others. Collaborate and building relationships with business partners, coworkers, stakeholders and clients to create a cohesive, respectful and positive working relationships.</p>

**Benchmarks**

List 1-2 potential comparable Government of Alberta: [Benchmark](#)